

Dispute Resolution Processes

All applicants who are eliminated at any stage in the selection process may appeal or request a review in accordance with federal and state law or the “Dispute Resolution” chapter of the Personnel Board Rules and Personnel Director’s Administrative Procedures (Personnel Rules). Applicants who are eliminated from consideration for a vacancy or vacancies as a result of an application review, competitive testing, compilation of a referral list, or an interview will be notified in writing of such change in status, as well as of any appeal rights they may have as a result of that change in status. The below information summarizes those rights as they apply to the selection process.

Appeal Rights:

Applicants or employees who are directly affected by the content or conduct of an examination may file an appeal. The appeal must be in writing and must be filed within 10 days from the date of administration of the examination.

Conduct refers to all activities, processes, or functions that are completed from the time the qualified applicant pool is identified to the creation of the ranked eligible list.

Content refers to the subject matter of the examination.

Important note: scores and ranks are outcomes of an examination process and are not considered as conduct or content of an examination. As such, they are not subject to appeal or review by the Personnel Director.

Director’s Review Process:

An applicant or employee may appeal other matters, such as rejection of an application, removal of name from an eligible list. The individual may first attempt to informally resolve a disagreement for selection matters by contacting the department within 5 days of receipt of the notice or knowledge of the action.

The request for review must be filed within 10 days after receipt of notice or knowledge of the action. (Note that attempting to resolve a disagreement informally does not extend this time frame.) The request must be in writing and include the following:

- job title
- department involved
- name of the department representative spoken to during informal resolution attempts
- the date of the conversation
- the specific issue
- the reason it is believed the decision is arbitrary, capricious, or contrary to rule or law.

To request either an Appeal or a Director’s Review you must use the Colorado State Personnel Consolidated Appeal/Dispute Form at the following website: <http://www.colorado.gov/cs/Satellite/DPA-SPB/SPB/1213608768034>.

The request for review should be directed to:

State Personnel Board and Personnel Director
Attention: Dispute Resolution Process
633 17th Street, Suite 1320
Denver, CO 80202